Course Syllabus

Code - Course Title	**TRZ820 - Rooms Division Management**
Course Type	IV. SEMESTER
Laboratory + Practice	2+2
ECTS	**4.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	DOÇ. DR. BARIŞ ÇIVAK

Mode of Delivery	Face to face
Prerequisites	There is no prerequisites and co-requisites.
Courses Recomended	There is no prerequisites and co-requisites.
Recommended Resources	1. Emeksiz, M., & Yolal, M. (2007). Konaklama işletmelerinde önbüro yönetimi: getiri yönetimi-odalar yönetimi-bilgi teknolojileri-talep, kapasite ve fiyat boyutlarıyla. Detay Yayıncılık.2. Kurgun, H. (2007). Konaklama İşletmelerinde Odalar Bölümü Yönetimi: Modern Yönetim Yaklaşımları ve Gelir Yönetimi. Ankara: Detay Yayıncılık.3. Sökmen, A. (2014). Konaklama İşletmeleri İçin Micros-Fidelio Opera Ön Büro Yönetimi. Ankara: Detay Yayıncılık.
Work Placement	Tere is none.

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		The Rooms Division and Its Place in the Business	
Week - 2		Organization of the Rooms Division: Personnel, Duties and Responsibilities	
Week - 3		Front Office Operations: Reservation, Reception, Front Cashier and Switchboard Operations	
Week - 4		Guest Check-in, Accommodation and Check-out Procedures	
Week - 5		Housekeeping Operations: Planning, Organizing, Directing and Controlling	
Week - 6		Safety, Hygiene and Tools Used: Personal care, hygiene and sanitation	
Week - 7		Mid-term	
Week - 8		Introduction to Hotel Management Systems	
Week - 9		Hotel Management System - Opera: Profile Operations, Reservation Operations, Waiting List and Group Operation	
Week - 10		Opera - Check-in Procedures: Walk-in Reservation, Cancellation of Check-in, Room Change, Room Asssign	
Week - 11		Opera - Cashier Operations: Invoice Transactions, Payment Transactions, Cashier Functions	
Week - 12		Opera - Housekeeping Management: Queue Rooms, Room Disputes, Out of Order/Service	

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 13		Opera - Reports and Night Audit	
Week - 14		Final Exam	

Learning Outcomes

#	Learning Outcome
1	Explains the importance of the rooms division in the enterprise.
2	Applies the operations performed in the Front Office department through the Opera Program.
3	Makes floor services applications.

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.